

MILE HIGH AREA PHONE-LINE SUBCOMMITTEE GUIDELINES 7/21/2013

1. Definition and Purpose of the Subcommittee:

The Mile High Area Phone-Line Subcommittee (hereinafter referred to as the Subcommittee) is a volunteer group of the fellowship of Narcotics Anonymous, existing for the express purpose of directing the potential addict to an NA meeting or directing questions about our fellowship to the appropriate subcommittee(s).

The response and attitude of the volunteer(s) can have a lasting impression on the caller.

As a Subcommittee of the Mile High Area Service Committee (MHASC), we shall maintain effective communication and cooperation with the MHASC. Meetings are open to all members of the NA fellowship.

2. Functions of the Subcommittee:

- To hold regularly scheduled monthly business meetings
- To communicate and disburse all information to and from phone-line volunteers
- To provide representation and participation in the MHASC
- To coordinate, recruit and develop the training of phone-line volunteers
- To update the information line on a as needed basis (minimum) weekly
- To elect and/or appoint members to fulfill the needs of the subcommittee
- To educate the fellowship at large and train subcommittee members
- To maintain an archive of all correspondences
- To Schedule and maintain active volunteer lists

3. Structure of Elected Positions:

The Elected Positions of the Subcommittee (also known as coordinators) shall consist of a Chairperson, Vice-Chairperson, Volunteer Training Coordinator, Information Line Coordinator and Secretary. All positions, with the exception of the Chairperson, who is elected by the MHASC, are elected by a consensus of the Subcommittee.

All terms of office are one (1) year with eligibility for a second term of one (1) year for any elected position, followed by two (2) years of ineligibility for that position.

If an elected committee member becomes unable to fulfill the duties of that position, a successor shall be suggested by the Chairperson and approved by the Subcommittee at the next business meeting. Should the Chairperson be unable to fulfill the duties of that position, the Vice- Chairperson will automatically assume the position of the chairperson until the next MHASC meeting where a new Chairperson will be elected or appointed.

4. Qualifications and Duties of Elected Committee Members:

All coordinators are required to attend regular monthly Phone-Line Committee meetings and to submit a written report to the committee each month.

Coordinators will also be responsible for helping to develop written job descriptions, duties and procedures for their position. The reports and descriptions of duties should include enough information (such as successful strategies and not so successful ones) to help ensure continuity of service.

Coordinators must have the required/not suggested minimum clean time and are directly responsible to the Phone-Line Chair. Coordinators are responsible for staying in close communication with the Phone-Line Chair to make sure the flow of information is current and correct.

Chairperson: elected by the MHASC – see MHASC requirements and responsibilities in MHASC guidelines. Responsibilities to the subcommittee include:

- Presides at Subcommittee meetings
- Prepares an agenda for each meeting
- Maintains order at the meeting
- Provides representation of the subcommittee at the monthly MHASC meeting and supplies a report to the MHASC
- Attends volunteer trainings when applicable to observe and assist in carrying the message and training of volunteers
- Creates an annual and quarterly Subcommittee budget to be submitted to the MHASC
- Recruits phone-line volunteers
- Updates the schedule, event line and applicable information on a weekly basis

Vice-Chairperson: Requires 2 year clean time, completion of Phone-Line training. Responsibilities of the position include:

- Assumes the duties of Chairperson in the case of Chairperson's absence
- If the office of chairperson should become vacant, the Vice- Chairperson assumes the duties until a Chairperson is elected or appointed by the MHASC.
- Works closely with the Chairperson to become familiar with all aspects of the Chairpersons responsibilities

- Fills in for all vacant subcommittee positions if open, coordinates with chair if there are several vacancies
- Keeps current with new services/technologies offered by the phone service provider
- Recruits phonline volunteers
- Maintains volunteer moral [either through thank-you notes, bi-annual parties (see WSO phone-line guide), etc.]
- Keeps a current list of outside contacts and referral numbers and schedule

Volunteer Training Coordinator: Requires 1 year clean time and completion of Phone-Line training. Responsibilities of the position include:

- Recruits phone-line volunteers
- Sets up training sessions, orientations, training materials
- Is available for monthly training
- Informs Chair/Vice Chair of schedule additions/subtractions as obtained

Information Line Coordinator: Requires 1 year clean time, completion of Phone-Line training. Responsibilities of the position include:

- Retrieves call logs for missed calls, number of calls into phone line, minutes used and coordinates with Chair five days before MHASC for report
- Check voicemail and return calls
- Collects and analyzes phone service logs to determine if the phone-line is providing effective service, and/or makes suggestions as to how to improve the service
- Recruits phone-line volunteers

Secretary: Requires 6 months clean time and completion of Phone-Line training. Responsibilities of the position include:

- Records minutes of all meetings of the Subcommittee
- Copies and distributes minutes from Subcommittee meetings
- Keeps current records of all Subcommittee members including addresses, phone numbers, and email addresses
- Receives phone-line logs for archives and coordinates with Vice Chair
- Prints or copies (fliers, etc.)
- Recruits phone line volunteers

Phone-Line Volunteers: REQUIRED clean time 1 year

Requires completion of Phone-Line training. Responsibilities of the position include:

- Follows the Phone-Line Flow Chart as outlined in the WSO Guide to Phone-Line Service

- Notifies Phone-Line chair when there is an e-mail or phone number change

http://www.na.org/admin/include/spaw2/uploads/pdf/PRHB-Res/Chapter9Resources_Mar07.pdf

A chapter in the PR Handbook Resource Material page on the website http://www.na.org/?ID=Public_relations

Our Vision:

Our vision is to ensure that each member of the Phone-Line Subcommittee of the Mile High Area has the information needed to be confident and concise in the Narcotics Anonymous message that they carry to those via 303-832-3784(DRUG). We hope by offering each member of the Subcommittee this information, we, as a subcommittee, will better perform the task given to us by the Mile High Area.

Our Mission:

The mission of the Phone-Line Subcommittee is to direct the potential newcomer to a meeting or direct questions about our fellowship to the appropriate subcommittee(s). We will help each individual member to better understand the Traditions of N.A., and how to interact with people that may or may not be seeking recovery from the disease of addiction. We will present the Do's and Don'ts of phone-line interaction, which will help to protect the member and the image of Narcotics Anonymous. We hope to do this all in a clear and concise message, indicative of recovery in Narcotics Anonymous.

Approved by Consensus: 8/4/13